



**Southern
Ontario
Library
Service**

**SOLS' CONTRIBUTION TO LIBRARIES:
ANNUAL REPORT 2016 – 2017**

STRONGER LIBRARIES

STRONGER COMMUNITIES



STRONGER LIBRARIES STRONGER COMMUNITIES

Letter from the Chairperson and Chief Executive Officer

Southern Ontario Library Service exists so that: The people of Ontario, as represented by the Minister with jurisdiction for public libraries, will have equitable access to library services at a sustainable cost. Our services are provided to the 190 library systems (including Toronto Public Library) in southern Ontario with some services available to 311 libraries province-wide. We work closely with our primary funder, the Ministry of Tourism, Culture and Sport (MTCS), and in cooperation with Ontario Library Service-North (OLS-North), our northern counterpart. This annual report provides an overview of our services and highlights for the fiscal year.

Digital Content

Five years ago, SOLS (in collaboration with OLS-North) introduced a selection of online products and provided training (Compass 101, 201 and webinars) and support to almost 270 public libraries across the province. On December 31st, 2015, MTCS funding for the provision of a set of core of provincial e-resources ended. Without provincial funds to sustain this standard suite of online products for all libraries, SOLS re-examined its provincial role in the licensing of digital content.

After a consultation process which included a survey and a key informant meeting, public libraries sent a clear message that they wanted SOLS to continue in its role of chief negotiator for licensing digital content on a province wide basis. In 2016-17, we launched *Provincial and Supplemental Licensing Programs* and received orders from 211 libraries totaling over \$3.3M.

While we were gratified by the level of library participation, we are concerned about sustaining it into the future. The loss of provincial funding for e-resources in December 2015 was somewhat mitigated by the OLCF-ITS (Ontario Library Capacity Fund-Information Technology and Service Capacity). Under the terms of the program, libraries were able to continue to license digital content, including ebooks and audiobooks. Alas, this fund came to an end on March 31, 2017.

The results of a survey SOLS conducted in March 2017, on the impact the loss of the OLCF-ITS monies will have on libraries' ability to license digital content, indicate it will be significant. Of the 148 out of the possible 206 survey respondents (72% response rate) that licensed digital content from SOLS, 64% indicated they used their OLCF monies. When asked what they will do if there is no provincial funding, 102 (50%) said they will purchase **less** digital content. For those libraries that did not license any digital content, **lack of funds** was the primary reason cited for not doing so. It is with the smaller, rural and remote, and First Nations public libraries that the loss of this funding has had and continues to have, the most impact. This loss, along with the uncertainty surrounding the resumption of the connectivity fund in 2017-18, raises great concerns for equitable access to accurate and authoritative content across the province, especially critical in this time of rampant "fake news" allegations.

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Human Capital Development

In the summer of 2016, we launched the most comprehensive training survey in SOLS history. This extensive consultation process was conducted to inform meaningful changes to the training and support we provide to public libraries. A total of 1,463 responses were received representing a response rate of 45%. The survey was followed by an additional thirteen CEO consultations meetings and five stakeholder labs.

The following encapsulates what we heard from public library staff and CEOs and how we plan to respond to the top insights gained through this consultation process:

Insight:	Response from SOLS:
Accessing training opportunities is a challenge for part-time staff	Create flexible, dynamic and convenient online learning opportunities
Customer service training is a universal need	Promote customer service excellence in public libraries of all sizes
The technology supports needed by libraries are many and varied	Develop core competencies and identify key partners in addressing this gap
Library CEOs rely on SOLS to curate relevant, timely and professional information	Increase awareness of and access to the Ontario Library Service curated professional resources
We need to raise awareness of SOLS training opportunities and LearnHQ	Develop a communication strategy to address the need for increased awareness of training initiatives
Libraries need a culture of continuous learning and improvement	Promote learning and discovery as a core value of the library profession by facilitating the development of a learning culture amongst public library staff

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We can already report on the following improvements:

- [GCFLearnFree](#) technology content is now available to library staff for free.
- We offer more flexible online courses both self-directed and instructor led.
- We have introduced customer service and de-escalation training from [CAMH](#) and all workshops have been fully subscribed.
- LearnHQ enhancements include a more user friendly format, improved search results and upcoming events calendar.

As we plan for the future, we will also create more “bite-sized” learning modules for library staff and move the professional resources onto the [LibGuide](#) content management system allowing us to curate and share information more widely. Our goal is to make training for staff of public libraries more relevant, timely and accessible.

Learning Portal

In April 2015, SOLS launched [LearnHQ](#): *where learning and libraries come together/Réseau d'apprentissage: où les bibliothèques se rejoignent pour apprendre*. The portal provides a single access point to discover training opportunities and professional resources offered by SOLS and its partner organizations (OLS-North, FOPL and OLA) facilitates registration to training and professional development opportunities. Since then, over 5,400 library staff and trustees have created accounts on LearnHQ and of these over 1,600 are active users.

The portal has allowed SOLS to reach out to organizations like PHSHA (Public Services Health and Safety Association), CLEO (Community Legal Education Ontario) and CAMH (Centre for Addiction and Mental Health) and provide key information and training support to public libraries in such areas as health and legal information. In addition, the FOPL/OLA CDF (Cultural Development Fund) funded Board Training program for trustees, *Leadership by Design*, is available on LearnHQ. These partnerships allow SOLS to offer critical training from subject matter experts.

Another addition to the Learning Portal this year has been the introduction of [MentorMatch](#). This collaboration with OLA facilitates the match up of library mentors and mentees for a period of six months based on profiles. Professional focus, geographic location, and years of work experience carry the most weight in the algorithm. The program was launched at the OLA Superconference 2017.

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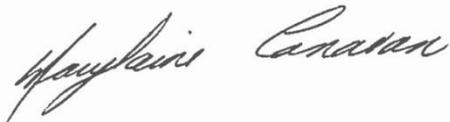
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Publications

Finally, in what has become an annual event, an article entitled "*Public Libraries: Key to Newcomer Success*" was published in the May 2016 issue of *Municipal World*. Subscribers to this periodical in Ontario alone number over 23,000. The topic proved appropriate given the federal government's welcoming of Syrian refugees earlier in the year. It is particularly gratifying to note that the SOLS staff member behind these articles, Anne Marie Madziak, Director of Service Development, was recognized for her efforts by being awarded the OLA Media and Communications Award in 2017. She was nominated by Rebecca Raven, CEO of Brampton Public Library who said: "*By focusing the municipal lens on the library, our services and staff and the contributions libraries make to their communities, Anne Marie has successfully raised awareness in the most positive and proactive way. Her message effectively acts as an advocacy tool with the stakeholder groups who are most often responsible for making funding decisions for library services.*"

As we conclude another year, we look forward to beginning a new fiscal year working with our colleagues at the Ministry as they engage with the public library community in focussed discussions about key issues raised during the Culture Strategy consultations.



Marylaine Canavan
Chair



Barbara Franchetto
CEO

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Annual Report

On behalf of its owners, the people of Ontario, as represented by the Minister with jurisdictions for public libraries, SOLS exists so that the public has equitable access to library services thus supporting a dynamic cultural environment, economic vitality and quality of life. This is to be achieved at a sustainable cost.

1. Worldwide library collections and e-resources.

***INFO (Information Network for Ontario) – Expanding the materials libraries make available to their communities¹.** Interlibrary loan ensures that Ontarians have access to information even if their own library does not own it.

2016/17 Principal Goal	Key Achievements
Expand direct patron access to interlibrary loan.	Seven libraries were added to the patron access program for a total of 110 libraries now providing direct patron access to interlibrary loan.
Ensure access to ILL.	Two tutorials on VDX tasks were completed– <i>Sending User Alerts</i> (12 participants) and <i>Overdue Processing</i> (16 participants). These tutorials were hosted on our Adobe Connect webinar platform, and will now be integrated into our Resources web pages.
Ensure the future viability of ILL.	An environmental scan of the ILL marketplace was undertaken this fiscal year. It included contacting other provincial public library systems and Canadian VDX users to get a sense of their future directions and plans. We interviewed representatives from PEI, NS, NB, QC, MB, AB, and BC and held product demonstrations from four ILL system vendors: <ol style="list-style-type: none">1. Relais, a virtual z39.50 based option (OCLC)2. SHAREIt, a virtual z39.50 based option (AutoGraphics)3. INN-Reach, a union catalog based option (Innovative)4. fILL, an open source system used by Manitoba libraries As part of this process, we learned that VDX software will remain available until 2019, with the possibility of an extension until 2020. Given this development, SOLS has renewed our contract for two years, as VDX remains the most cost effective solution.

Courier and mail service for interlibrary loan materials – Expediting delivery of materials between libraries. Through our delivery service, 153 libraries in southern Ontario (including Toronto Public Library) receive between one and four courier deliveries a week. For libraries not on the courier system, SOLS covers the cost of Library Book Rate to mail materials between libraries.

¹ An asterisk ahead of a service means that SOLS offers the service province-wide.

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Purchasing Agreements SOLS negotiates consortia purchasing agreements (CPAs) with vendors based on libraries' identified need(s).

2016/17 Principal Goal	Key Achievements
Expand consortium purchasing.	In 2016/2017 24 CPAs were made available to libraries across the province. In addition, a survey to libraries asking for input on future needs was distributed and will be analyzed to set directions for the next fiscal year.

***Provincial Licensing Program – Organizing economies of scale purchases of e-resources.**

Products offered as part of a consortium purchase for public libraries.

***Supplemental Licensing Program** is also available for libraries. These products are offered with discounted pricing for libraries to order individually.

2016/17 Principal Goal	Key Achievements
Equitable access to e-resources for Ontarians	Two sessions of the webinar entitled “Supporting Local Content in Your Community” were held, with a total of 43 registrants, exceeding our expectations. In addition, 5 new titles from Community Legal Education Ontario (CLEO) were added to the shared OverDrive website, and Prince Edward County Public Library submitted 2 more self-published novels for addition.
Ensure user-friendly ordering and tracking of Provincial e-Resources.	Preliminary findings indicated that current market solutions are costly given the volume of orders managed by SOLS.
Other	SOLS participated in discussions with OLA and senior administrators in the school sector on ways to achieve greater savings together in the area of licensing digital content. As highlighted by FOPL in its advocacy work, huge savings could be negotiated, but practically speaking, it requires core cross-sector funding which does not currently exist. In the interim, OLA developed and posted on its web site a comprehensive list and description of key consortia and what they do, to increase awareness amongst all sectors.
	Ordering for the Provincial and Supplemental Licensing Programs for 2017 licenses opened in September and October respectively. New ordering and evaluation forms and website enhancements were implemented to improve the ordering process for libraries. We received orders totaling over \$3.3M.
	SOLS hosted a Managing Digital Content course that provided twelve participants with a framework for selecting appropriate and relevant digital materials for their patrons and community.

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***Downloadable Media – Ensuring access to ebooks in public libraries.** SOLS provides downloadable ebooks, audiobooks, videos and music through OverDrive whose download service provides direct transfer to computers and portable devices. In 2015-16, a shared provincial French language e-collection from Groupe Archambault was launched. There are now 34 libraries that participate in this collection. We have also launched a “Local Content” pilot project through OverDrive. This project allowed libraries to negotiate with local authors to secure rights for content to upload to the provincial collection. To date, two libraries participate in this initiative.

***Internet Connectivity – Ensuring high speed connectivity in public libraries.** Since 1999, SOLS has managed the Internet Connectivity grant from the Ministry enabling libraries throughout the province to receive high speed connectivity. The program’s purpose was to improve connectivity to a minimum bandwidth of 5mbps. This fund was cut half way through the 2016-17 fiscal year. As a result, we were only able to partially fund some libraries. Those serving a population of 20,000 or less received funding to cover expenses until the end of their fiscal year.

Pools – Supporting the development of shared print and non-print collections. SOLS currently coordinates a multilingual materials pool providing library users with fresh material at designated times during the year. Following a trend from last year, this year, the DVD pool became self-administered.

2. *Well-informed and skilled staff.*

Leadership Development – Developing the skills and competencies necessary for leading the public library effectively in the municipal environment. APLL (Advancing Public Library Leadership) Institute’s certificate program takes two years to complete, with participating library staff undergoing independent course work in twelve key areas complemented by highly interactive classroom sessions. Aimed at public library staff with leadership aspirations, with and without the M.L.I.S. degree, APLL consists of courses in two streams: *Organizational Leadership* and *Leading in the Municipal Environment*.

Continuing Education – Supporting the continuing education of library staff and trustees. SOLS offers a cycle of workshops, clinics, webinars, the ARUPLO Training Institute (formerly Kempenfelt course) for county library staff, First Nations Gatherings, and now online courses. The latter can be either self-directed or instructor led and have replaced the Advanced EXCEL courses.

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2016/17 Principal Goal	Key Achievements
Improve access to relevant training and information.	SOLS surveyed over 3,200 public library staff in Spring 2016. There were a total of 1,463 respondents. In addition, consultations were conducted with thirteen groups of CEOs from libraries of all sizes and five stakeholder labs were held with managers, supervisors and staff from libraries across southern Ontario. The results of the training consultations were analyzed and will provide direction for the next few years. A full report outlining the findings and preliminary strategies going forward was released in November 2016.

Consulting, *Clearinghouse and *Publications – Supporting sound library, management and governance practices. SOLS provides information, advice and assistance to public library staff upon request. We also have a series of Library Development Guides to assist in planning, demonstrating the library’s value to its community, purchasing, human resources and facilities planning. The published guides are available through LearnHQ under the “Find a Resource” button. These resources are key source of information relevant to public libraries in Ontario.

2016/17 Principal Goal	Key Achievements
Encourage library staff to develop competencies-based approach to their development.	When this goal was set, the LearnHQ vendor offered a digital badge module which is generally used to recognize a specific accomplishment, for example achieving a specific competency, in an online learning environment. Unbeknownst to SOLS, this module was removed from our LMS platform for further development. Until it is re-introduced, we are unable to test the effect of digital badges in LearnHQ.
Improve the design and usability of training and professional information.	The <i>Introduction to Public Libraries</i> course was revised and made more interactive and dynamic by the SOLS Instructional Designer. As of January 1 st , 2017, the course is now available for free, in both English and French. It can now serve as an orientation tool for libraries to use with new staff and as a way of promoting the EXCEL program. There were 61 registrations for the redesigned introductory course.
Assist staff to develop skills relevant to their current positions and future goals.	An online community was created, using Google+, allowing new CEOs to interact with each other and with more seasoned CEOs in a safe and supportive environment. Thirteen new CEOs joined the group.
Facilitate local library policy work	A new Purchasing policy was added to the Trillium Public Library sample policies and the Privacy policy was updated to include information about electronic communications and how the library complies with the Canadian Anti-Spam Legislation.

Networking – Fostering the exchange of information among and about libraries. SOLS organizes networking opportunities throughout southern Ontario. Trustees meet twice a year in eight locations to discuss common concerns. Library CEOs meet regionally through Library Committees three times per year. We also host First Nations Gatherings, various interest groups and online discussion groups.

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2016/17 Principal Goal	Key Achievements
Improve municipal council and staff understanding of the role of public libraries.	An article entitled “Public Libraries: Key to Newcomer Success”, was published in the May issue of Municipal World . The article focused on the role public libraries play to ensure successful newcomer integration and inclusion in their new communities.
	In 2016-17, CEO search guidance was provided to Peterborough, St. Thomas, Brockville, Milton, Selwyn, Pembroke, Georgina, and North Grenville. With the growing number of retirements and need for assistance, SOLS will produce a guide/manual on CEO recruitment early next year to address this ongoing demand.

3. Libraries services that meet common standards.

Guidelines Consulting – Helping libraries meet basic standards for library service. Meeting basic standards for library service is a challenge for many small and First Nations libraries. SOLS identified 85 libraries in this category and provides assistance with policy development, planning, and training. We also conduct pre-audits to help libraries prepare for the formal accreditation audit under the *Ontario Public Library Guidelines (OPLG)*. A Guidelines Audit Tool was introduced to provide information, advice and assistance to support pre-accredited libraries as they put in place the fundamentals of good library service.

2016/17 Principal Goal	Key Achievements
Increase the number of libraries operating within a framework that would satisfy <i>Guidelines</i> requirements.	Pre-audit work was completed for Brockville, Gravenhurst, Selwyn and Cobourg public libraries. In addition, fifty-eight libraries across southern Ontario downloaded the new Mandatory Guidelines Audit Tool (from the SOLS website) which allows libraries to calculate the number of Ontario Public Library Guidelines-Mandatory Guidelines they might be able to achieve.
Increase the number of accredited libraries.	Five libraries were re-accredited in this fiscal year. The OPLG Council will release the seventh edition of the OPL Guidelines in 2017-18.

First Nations Consulting – Assisting First Nations in the development of library services. SOLS supports the development of library services for First Nations in southern Ontario.

2016/17 Principal Goal	Key Achievements
Ensure service provided to First Nations libraries meet their changing needs and build capacity.	The Ministry, as part of its comprehensive library program review, hired a consultant in the fall of 2016 to conduct a First Nations Public Libraries-specific needs assessment. There were various consultations with SOLS, OLS-North and the First Nation libraries and their community stakeholders. We are currently awaiting the release of the final report.

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***Basic Training – Developing the basic library skills of staff.** SOLS provides distance education opportunities to ensure that all Ontarians have access to staff with library training. EXCEL is a certificate program in managing small and medium-sized public libraries. To receive the certificate, students must complete ten courses which can take up to five years. As of 2016-17, all courses are delivered online and on the LearnHQ platform. In addition, the *Introduction to Public Libraries* course is now self-directed, free and available in English and French. Our goal is to make the program more accessible to rural and remote libraries. An increase in registrations with the winter session that started in January 2017 indicates we are on the right track.

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SOLS' Contribution to Libraries

Southern Ontario Library Service is a transfer payment recipient of the Province of Ontario with a mandate to increase cooperation and coordination among information providers. We work closely with the 190 library systems in southern Ontario and offer some of our services to the 311 library systems province-wide. SOLS had an operating budget (including capital) of \$3.9 million in 2016/2017. In addition, we administered various special grants and projects (\$15 million investment, Connectivity, pooled library funds and Club Amick) totaling just over \$4.4 million.

The purpose of this section is to present the contributions that SOLS makes to libraries in a way that is meaningful to our funders and key stakeholders. This report identifies three broad categories and eight contributions that capture the benefits of SOLS' services to local libraries.

Enhance Programs and Services for the Library User. Some SOLS initiatives directly contribute to the library services received by the user of the local library. While the local library is still the delivery agent, it is in these areas that SOLS comes closest to directly affecting the actual library user by enhancing their access to services. The potential range of services defines the three contributions: (1) expanding collections, (2) improving or expanding facilities or equipment, and (3) facilitating programs.

Contribute to More Effective Library Staff and Trustees. SOLS contributes to the ability of library staff and trustees to effectively perform their duties and therefore to meet the needs of their users. These are contributions to staff and trustee skills and information that assist with job responsibilities. The contributions in this category are of three types: (1) training library staff and trustees, (2) providing information, advice and assistance, and (3) facilitating networking.

Improve Access to Financial Resources for Library Services. SOLS enhances the resources of the local library. This financial contribution can be made in two ways: (1) through consortia purchasing where the benefits of economies of scale are realized by the local library, and (2) by securing resources from other sectors for programs that benefit local libraries.

The following charts identify SOLS services and measures for each category and contribution. The figures are for Southern libraries or for all libraries province-wide as noted, and represent SOLS' contributions for the fiscal year 2016/2017.

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SOLS' Contribution to Libraries

Enhance Programs and Services for the Library User

Contribution	Service or Initiative	Contribution Measures
Expand Collection	Interlibrary loan	◆ Number of borrows: 365,028 (1% increase) <ul style="list-style-type: none"> ◆ SOLS: 336,331 (1% increase) ◆ OLS-North²: 28,697 (5% increase)
		◆ Number of libraries borrowing: 265 (85%) <ul style="list-style-type: none"> ◆ SOLS: 175 (92%) ◆ OLS-North: 90 (74%)
		◆ Number of borrows from non-public libraries and libraries outside Ontario: 7,702
	E-Resources – <i>Provincial Licensing</i>	◆ Number of libraries participating province-wide: 211 (68%) <ul style="list-style-type: none"> ◆ SOLS: 158 (83%) ◆ OLS-North: 53 (44%) ◆ Number of products offered: 72
	E-Resources – <i>Supplemental Licensing</i>	◆ Number of libraries participating province-wide: 81 (26%) <ul style="list-style-type: none"> ◆ SOLS: 69 (36%) ◆ OLS-North: 12 (10%) ◆ Number of products available: 55
	E-Resources – <i>OverDrive</i>	◆ Number of libraries participating province-wide: 197 (63%) <ul style="list-style-type: none"> ◆ SOLS: 124 (65%) ◆ OLS-North: 73 (60%) ◆ Audiobooks available: 15,168 titles, 17,730 copies ◆ Number of audiobook checkouts: 499,103 (17% increase) ◆ Ebooks available: 58,734 titles, 96,822 copies ◆ Number of ebook checkouts: 1,719,098 (6% increase) ◆ Videos available: 226 titles ◆ Number of video checkouts: 2,723 ◆ Music available: 94 titles ◆ Number of music checkouts: 22
	<i>Archambault</i> : ³	◆ Number of libraries participating province-wide: 34 (11%) <ul style="list-style-type: none"> ◆ SOLS: 20 (11%) ◆ OLS-North: 14 (11%) ◆ French Ebooks available: 4,361 titles, 88 copies ◆ Number of ebook checkouts: 4,377
	Pools	◆ Number of southern libraries participating: 17 (9%)

² Based on 122 systems in northern Ontario

³ This is a shared ebook collection introduced in 2014 for French titles

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SOLS' Contribution to Libraries

Enhance Programs and Services for the Library User

Contribution	Service or Initiative	Contribution Measures
Improve or Expand Library Facilities or Equipment	Internet Connectivity	<ul style="list-style-type: none"> ◆ Number of libraries province-wide with improved access: 178 (57%) ◆ SOLS: 109 (57%) 184 sites ◆ OLS-North: 69 (57%) 82 sites
Facilitate Program Delivery	TD Summer Reading Program	<ul style="list-style-type: none"> ◆ Number of program kits provided: 184,300 ◆ Number of southern libraries receiving program kits: 174 (92%)

Contribute to More Effective Library Staff and Trustees

Contribution	Service or Initiative	Contribution Measures
Train Library Staff and Trustees	EXCEL: A Certificate Program in Managing a Small Public Library <i>(16% increase in # of libraries participating and 31% increase in registrations)</i>	<ul style="list-style-type: none"> ◆ Number of libraries participating province-wide: 99 (32%) ◆ SOLS: 68 (36%) ◆ OLS-North: 31 (26%)
		<ul style="list-style-type: none"> ◆ Number of registrations province-wide: 346 ◆ SOLS: 262 ◆ OLS-North: 84
		<ul style="list-style-type: none"> ◆ Number of graduates province-wide: 22 (892 since program began) ◆ SOLS: 18 (651 since program began) ◆ OLS-North: 4 (241 since program began)
	Advanced EXCEL (this program is no longer accepting new registrations)	<ul style="list-style-type: none"> ◆ Number of graduates province-wide: 9 (84 since program began) ◆ SOLS: 7 (65 since program began) ◆ OLS-North: 2 (19 since program began)
	Online courses <i>(111% increase in # of libraries participating and 173% increase in registrations)</i>	<ul style="list-style-type: none"> ◆ Number of libraries participating: 74 ◆ SOLS: 62 ◆ OLS-North: 12 ◆ Number of registration province-wide: 199 ◆ SOLS: 178 ◆ OLS-North: 21
	APLL: Advancing Public Library Leadership	<ul style="list-style-type: none"> ◆ Number of libraries participating: 17 (9%) ◆ Number of APLL registrations: 21 ◆ Number of graduates province-wide: 71 since program began

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SOLS' Contribution to Libraries

Contribute to More Effective Library Staff and Trustees

Contribution	Service or Initiative	Contribution Measures
	Training for E-Resources (incl. OverDrive) – Webinars	<ul style="list-style-type: none"> ◆ Number of libraries participating province-wide: 103 (33%) <ul style="list-style-type: none"> ◆ SOLS: 89 (47%) ◆ OLS-North: 14 (12%) ◆ Number of registrations: 475 <ul style="list-style-type: none"> ◆ SOLS: 436 ◆ OLS-North: 39 ◆ Number of hours of training: 475
	Other formal training programs (workshops, clinics, webinars, county training, First Nations Gathering etc.)	<ul style="list-style-type: none"> ◆ Number of libraries participating province-wide: 209 (67%) <ul style="list-style-type: none"> ◆ SOLS: 166 (87%) ◆ OLS-North: 43 (36%) ◆ Number of topics (locations) for staff / trustees: 56 topics (18 locations) ◆ Number of staff / trustee registrations: 1,401 <ul style="list-style-type: none"> ◆ SOLS: 1,292 ◆ OLS-North: 109 ◆ Number of hours of training provided to staff / trustees 3,498
	Courses hosted on LearnHQ, written by partner organizations <i>(11% increase in registrations)</i>	<ul style="list-style-type: none"> ◆ Number of topics for staff/trustees: 17 ◆ Number of staff/trustee registrations: 252 ◆ Number of hours of training provided to staff/trustees: 3,607
	Courses on LearnHQ that redirect to partner sites	<ul style="list-style-type: none"> ◆ Number of topics for staff / trustees: 58
Provide Information, Advice and Specialized Assistance to Staff and Trustees	Help Desk	<ul style="list-style-type: none"> ◆ Number of libraries using Help Desk province-wide: 208 (68%) <ul style="list-style-type: none"> ◆ SOLS: 148 (78%) ◆ OLS-North: 60 (50%) ◆ Number of inquiries: 2,161 <ul style="list-style-type: none"> ◆ SOLS: 1,847 ◆ OLS-North: 314
	Information, Advice and Assistance	<ul style="list-style-type: none"> ◆ Number of libraries receiving advice or assistance from staff other than Help Desk: 236 (71%) <ul style="list-style-type: none"> ◆ SOLS: 183 (96%) ◆ OLS-North: 35 (29%) ◆ Number of inquiries: 1,123 <ul style="list-style-type: none"> ◆ SOLS: 1,061 ◆ OLS-North: 62

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SOLS' Contribution to Libraries

Contribute to More Effective Library Staff and Trustees

Contribution	Service or Initiative	Contribution Measures
	Trustee Councils, Coordination Meetings, Interest Groups	<ul style="list-style-type: none"> ◆ Number of meetings for staff/trustees: 41 ◆ Number of southern libraries participating: 143 (75%) ◆ Number of participants: 508
Facilitate Networking Among Staff and Trustees	Listservs	◆ Number of subscribers: 3,778 to 59 lists

Improve Access to Financial Resources for Library Services

Contribution	Service or Initiative	Contribution Measures
Organize Economies of Scale in Purchasing	E-Resources – Provincial Licensing	◆ Dollar value of purchases: \$2,851,910 <i>(Total amount spent down 6%)</i>
	E-Resources – Supplemental Licensing	◆ Dollar value of purchases: <ul style="list-style-type: none"> ◆ CDN = \$ 342,772 <i>(down 5%)</i> ◆ USD = \$ 72,666 <i>(down 75% because of USD)</i>
	OverDrive	◆ Dollar value of purchases: \$534,878 <i>(down 11% due to staffing)</i>
	Archambault	◆ Dollar value of purchases: \$15,481 <i>(down 33% because of lack of titles)</i>
	CPAs (Charitable/Consortia Purchasing Agreement)	<ul style="list-style-type: none"> ◆ Number of libraries participating province-wide: 108 (35%) ◆ SOLS: 83 (44%) ◆ OLS-North: 25 (18%) ◆ Number of vendors: 26 ◆ Dollar value of purchases: \$1,723,289 ◆ Dollar value of savings⁴: \$331,936
	Internet Connectivity	◆ Dollar value of services purchased: \$304,435 <i>(down because funding reduction)</i>
Secure Resources from Other Sectors	Donations and Non-Ministry Grants ⁵	<ul style="list-style-type: none"> ◆ Donations: \$521 ◆ Canadian Heritage Grant: \$26,000

⁴ Savings reported by vendors.

⁵ Excludes Club Amick.

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\$15 Million Investment – Support public libraries’ efforts to provide equitable access to a range of digital information, community collections and services to Ontarians.

In March 2008, SOLS received \$15 million from the Ministry to be used in collaboration with OLS-North. The LearnHQ portal continues to be funded from this investment. We continue to add OLS developed training content through the portal as well as link to training material provided through OLA, FOPL and other organizations. The goal is to offer flexible learning options to meet the demand of library staff for online courses that can be either self-directed or instructor led.

Future Plans

The investment’s Future Plans budget was established to address recommendations arising from the Libraries 2020 and 2025 symposia. In the last year, the directors of the provincial library organizations (SOLS, OLS-North, OLA, and FOPL) have focused on completing the Library Branding and Promotion initiative. After an extensive consultation process, the tagline “A **Visit** Will Get You **Thinking**” was launched in the fall of 2016. It was well received in the public library community and it was used as the theme for Ontario Public Library Week 2016 and featured at the OLA Superconference 2017. In addition, a toolkit accompanied the launch of the tagline which allows libraries to use it in conjunction with their own marketing efforts to promote the value and impact of libraries in the Ontario context. The provincial directors will also be taking the tagline to AMO (Association of Municipalities Ontario) as exhibitors in August 2017 to raise awareness about public libraries.

Financials

A total of \$14,950,030 (99.7%) of the \$15 million investment (excluding interest) has been spent to March 31, 2017. Accruing for funds committed to initiatives such as Learn HQ, symposia, and Library Branding, we currently have a balance of approximately \$200,000 (from interest) which is reserved for future provincial plans. The CEOs from SOLS, OLS-North, FOPL, and OLA will discuss such potential opportunities in the coming fiscal year.

STRONGER LIBRARIES STRONGER COMMUNITIES

Club Amick

Club Amick is the fourth phase of a former Lieutenant Governor's Aboriginal Literacy initiatives which target the needs and interests of First Nations youth in remote Nishnawbe Aski Nation (NAN) communities. The goal for Club Amick is for young native children to create their own home libraries through receiving brand-new books with personalized name plates, along with activities-oriented newsletters.

In 2016/17, thirty-six Nishnawbe Aski Nation communities with over 5,000 children in kindergarten to Grade 6 participated in the program. Each child received three books and newsletters over the course of the school year along with an activities-oriented newsletter. Blank Club Amick postcards were also sent to each school. As in prior years, hundreds of replies have been delivered to the SOLS Toronto office. Some of the students' artwork can be found in the pages of the newsletter.

Originally conceived as a five-year project, 2016/2017 was the project's eleventh year; many well-intentioned programs come and go in needy communities, few provide a service that communities can rely on for many years. The Government of Ontario has been the lead funder through several ministries and the Ontario Trillium Foundation. In addition, hundreds of individuals and organizations have stepped forward with donations over the years. While not yet formally committed, the Ministry of Education has expressed significant interest in extending core funding beyond the end of the current grant that takes the program to the end of the 2016/2017 school year. The Elementary Teacher's Federation has renewed its \$10,000 per year commitment for five more years (2016-17 to 2020-21), and most recently we have entered into a donor relationship with NEI Investments, a national ethical investment firm. We continue to pursue other donors.

2016 Club Amick Donors

\$5,000 - \$20,000

Elementary Teachers' Federation of Ontario

\$500 - \$5,000

Ancaster Lions Club

Institute of Public Administration (Toronto Regional Group)

Ontario Secondary School Teachers' Federation

Burton Wray

Up to \$500

Jan Bival

H. Blakey

Civitan Club of Perth

Up to \$500

Kathy Eastman

Mary Hogarth

Linda Jarvis

Lock Johnson

Jennie Kitagawa

Miss Elizabeth Mason

Perth County Municipal Association

Madeleine Thibault-Smith

Ronald Toop

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

At the end of April 2016, SOLS conducted a client satisfaction survey. We received 118 out of a possible 190 responses, a 62% response rate. Our overall satisfaction score was 79%. Of the 118 responses, 81 (69%) took the time to include a testimonial. The following represents a selection of the overwhelmingly positive feedback received we received.

- *Any time I contact SOLS I have a prompt response and help. SOLS is an excellent source of information. Were we not to have consortia purchasing for databases, and pooled collections organized by SOLS this library would not be able to offer downloadable e-books and audio books and other popular databases or the pooled collections such as Large Print that are much in request with an aging population.
Madawaska Valley Public Library*

- *As a CEO who manages a small, rural library, I have come to learn how very important SOLS staff and services are to me, my staff and Library Board, as well as our community. We are constantly being informed with updated information regarding legislation, acts, laws, etc., provided with training & networking opportunities. We have obtained cost-effective purchases through their CPA program, obtained education through the Excel programs, obtained advice/mentorship & expertise from their consultants, used draft policies to assist with the development of our own policies and feel very blessed to have a government-funded organization with knowledgeable staff that provide customer service excellence! This is truly an organization that constantly strives to improve their service and is flexible in meeting the needs of libraries in Ontario. While we have had the distinct pleasure of working with many SOLS staff members over the years & have acknowledged many who have recently retired, we now look forward to working with new staff to successfully drive our libraries into the 21 century! We'd like to take this time to thank the dedicated SOLS team for all of their knowledge and support.
Ramara Township Public Library*

- *As a new CEO, I was given great support and had any and all questions answered. Filling out the online government reports was very difficult and SOLS came to my rescue. Always helpful with meetings and reminders for important deadlines really helps me meet my requirements. Without SOLS I would be seriously disadvantaged and feel alone without their help, the meetings they organize and the educational offerings for my Board are invaluable.
Bonnechere Union Public Library*

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *As a single town library we do not have the resources to keep up on our own, without SOLS services like managing OverDrive and other e-resource subscriptions, ILLO couriers (we need more!), and advising us of policy and legislative requirements. They also provide so many ways for remote librarians to connect with our peers and share valuable information. SOLS is simply essential to libraries like ours.*
Hanover Public Library

- *Brandon is continuing the tradition of excellence started by H el ene for our ARUPLO training. SOLS support of this training is appreciated. Such high calibre training for rural libraries is just not available anywhere else. Anne Marie's outreach work such as her articles in Municipal World is also having a positive impact on our councillors and ratepayers. We would not be able to offer so many e-books without the OverDrive consortium. This remains a well-used service.*
Elgin County Library

- *Everytime a politician says libraries need to have creative partnerships to share resources, I tell them we already have one. It is amazing how few of them understand it, but when I tell them that we already have this network province-wide, they are impressed.*
Newmarket Public Library

- *Find the monthly Signal newsletters extremely informative and timely. Follow up after Committee Meetings is excellent. Having had the experience of going through the Accreditation process twice I have to say the SOLS and OLS-North staff were excellent to work with and extremely supportive. Have utilized the sample policies and appreciate that they are updated occasionally. Becoming more familiar with the SOLS web page The Competencies for positions are very well done and extremely useful.*
Petawawa Public Library

- *Having taken the opportunity to participate in SOLS training programs such as APLL, Excel and Advanced Excel has given me a strong understanding of my role as CEO and the side benefit of providing me with a network of like-minded peers.*
Six Nations Public Library

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *I am a first-time CEO in my 5th year in the role. When I was hired, I was contacted right away by our SOLS regional consultant and she made an in-person visit to our Library to get me started. She had done her research and came prepared with suggestions for what I should start working on in this particular Library system. I participated in the New CEOs teleconferences to gain further confidence and support in my role. I rely on SOLS to keep me informed about changes in legislation as it pertains to Libraries, funding, grant opportunities, training opportunities, etc. Our SOLS consultant is always available to answer questions and provide guidance and support. I have taken advantage of the planning and board development/orientation services as well. SOLS is always willing to tailor a presentation or visit specifically to our needs and has made a presentation to our Council on the roles of Council and Library Board in facilities planning. I would say that SOLS is an integral part of our Library's success and I am very appreciative of their services.*

North Perth Public Library

- *I commenced my position as a CEO of a small Library system in 2010. I think, or rather I know, I have made progress in modernizing and improving our Library system, so that it reflects more of our community needs than it ever did before I started. HOWEVER we could have achieved none of this without the support and encouragement of SOLS and particularly my SOLS adviser/consultant. SOLS in one form or another is always available and if they can't give us (library staff) direct advice they will send us to who can, whether at the Ministry or elsewhere. With very limited part-time staff it is impossible to cover everything as the only full-time staff member. SOLS training documents and sample policy templates and other initiatives help us achieve a standard we could not possibly achieve otherwise. Also, SOLS training courses and webinars are invaluable. Above all SOLS listens and tries to structure their responses to the needs of our library, rather than trying to achieve a "one size fits all", which would be terrible, as each library system has its own quirks and needs and visions within its community.*

Cramahe Township Public Library

- *I have been so appreciative of the advice and help provided to me and my Board this past year, with strategic planning and with CEO recruitment. I always feel that the SOLS folks know us personally and work hard at connecting in ways that are relevant to our needs. I think of many of you as professional friends, and will miss our contact when I retire this summer.*

Georgina Public Library

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *I have had experience working with Peggy Malcolm, Brandon Fratarcangeli and Allyson Fox, all of whom have been wonderful. Peggy assisted me when I was a new CEO at Bancroft PL, and she was amazing. Whenever I had a question, she was available for discussion. At West Lincoln PL, Brandon recently prepared a report for us having to do with staffing structures in multi-branch systems, which is extremely useful for informing and guiding our staffing reorganization. Further, we have been working on two capital library projects - a complete renovation of one of our branches, and a brand new central library. Brandon has been very helpful in locating documents, etc., that have to do with planning. I am impressed at the time and consideration he takes in responding to inquiries, as well as his general attitude of encouragement. SOLS is a wonderful resource for libraries and library staff - your consultants and services are invaluable.
West Lincoln Public Library*

- *I have very much appreciated the work Daryl has done to assist with the MPL CEO Succession Planning Process. His understanding and direction has been very welcomed by the MPL Board. I have also very much appreciated SOLS' commitment to providing information to and responding to feedback from CELUPL, in particular around ILLO related items.
Milton Public Library*

- *I started my position as Librarian for Saugeen First Nation about 3 1/2 years ago... From that day...I have felt welcomed and comfortable with calling SOLS for any help I may require. All staff is helpful and informative, and always so friendly. Dayna who helps with Internet Connectivity Reimbursement has also always been so helpful, she help me understand and work through some issues I inherited once I began my position. Nancy Cooper is currently my go to person when I am facing any new challenge, and she is also always so helpful, and if she is unable to assist, then she is right there to point me in the right direction. All staff that I have dealt with have been amazing, but those three ladies help make my transition into my position easier. Well done to all staff.
Saugeen First Nation Public Library*

- *Regional library services are essential if we are to effectively maximize the taxpayers investment in public libraries.
Windsor Public Library*

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *SOLS - the ultimate public library advocate! Over the past 20 years, I have worked in three very different libraries in the CEO capacity. Each library has had its own unique challenges. SOLS has provided knowledgeable and capable staff to assist me through the accreditation process, through staff, trustee and patron "events", through government legislation changes. SOLS also provided a venue to educate me in library administration, without relocation, while I was employed. (EXCEL - small library management course). As a rural library administrator, I appreciate that all of these services/opportunities were provided in an affordable and accessible venue. Along with the professional support, SOLS has also recognized the need for emotional support and are now assisting with Mental Health education for dealing with the day-to-day trials that are on the rise in the public service industry. Our small rural library has been Re-Accredited and has received the Angus Mowat Award of Excellence and the Ministry's Award for Innovation. We were also recognized, with our Municipality, by the Association of Municipal Clerks and Treasurers of Ontario for Service Excellence. All of these achievements (including paragraph above) were accomplished with SOLS support and guidance. (Peggy Malcolm is our HERO!) Our library operations now emulate SOLS - We have partnered with the Ontario Ministry of Food and Rural Affairs to provide Teeny Tiny 2 Summit - showing how public libraries can support economic development in their communities. We have also presented our community-hub process at the Ministry of Municipal Affairs and Housing CAO Forums and Ministry round-table. SOLS has provided the resources to ignite sustainable public library services and the encouragement to champion our value in other Ministry circles. (APLL - Anne Marie Madziak). My current library has grown from under 1000 square feet to 5600 square feet. Although we are still small fish in a big pond, SOLS has ensured that our community has the same opportunities, to the best of their abilities, as are available in the larger urban centres over two hours away. SOLS not only impacts our library, but also keeps our community viable and in turn, has impacted our Municipal operations for the better. As our public school faces closure - the value of the public library in our community has been noted and the integrity of the resources that the library draws from - such as SOLS, will become even more crucial. Very happy to have long-standing, reputable support systems in my corner.*

Hastings Highlands Public Library

- *SOLS has always been a huge help to the libraries I have been involved with, especially the medium-small to small and rural libraries. The rural libraries greatly depend on SOLS for professional support on all topics. The face-to-face networking through the dedicated SOLS consultant is invaluable. Equally at the Trustee Council level. As I get ready to retire and have worked with 3 library systems, I am very grateful to SOLS for excellent support with accreditation, legislative compliance/policies, CEO search assistance and affordable training opportunities.*

Brockville Public Library

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *SOLS has been invaluable to us in a number of ways: the Perth County Information Network is made functional and affordable by the SOLS courier. This allows residents of 6 rural municipalities to exponentially increase the number of materials they have available to them, supporting literacy, recreation, education, and more; the ILLO courier service has been essential for Stratford Public Library. Our building is far too small for the population size, which means that the depth of the collection is likewise inadequate, but the ILLO service means that our residents can obtain sophisticated research, historical, and recreational resources in a timely manner; as our collections budget have been stagnant (not even meeting inflationary increases) for over a decade, the group purchasing power for the online databases has enabled us to continue to expand our resource base in response to community needs; In the last few years, SOLS' support of administrative efforts have been increased and much appreciated. Stratford relied extensively on the SOLS Core Competencies when undergoing staff reorganization in 2014, and based all of our job descriptions and performance evaluation documents and processes on these resources. Further, the calibre of the staff training opportunities that are being offered by SOLS has dramatically increased, which supports our library's ambition to have well-trained staff while remaining affordable to us.
Stratford Public Library*
- *SOLS is an excellent resource for Public Library Staff. The training and support that we receive are amazing, and so appreciated! And SOLS staff who co-ordinate consortium purchases and funding make life a lot easier for Management Staff. I have always received answers to any inquiry in a timely manner. If I contact the wrong person initially, my message is forwarded to the person I do need to contact. I firmly believe that libraries (particularly smaller, rural libraries) could not function to the degree they do without the assistance of SOLS. Thank you so much for all that you do!
Centre Hastings Public Library*
- *SOLS is an important resource in the province and especially for rural library systems. It keeps us connected to the issues and trends as well as provides valuable services such as training and ILLO. I've worked in libraries in two other provinces and a territory and none of them have anything close to SOLS and I feel quite fortunate to have this wonderful service available to me.
Bruce County Public Library*

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *SOLS is invaluable to our library!! We are a small library and there are so many things that we would not be able to offer to our community without the support of SOLS - particularly the ILLs and consortia (e-Resources, pools, purchasing, summer reading club). It is so important to have this way to network libraries so we can share ideas, and use group purchasing. It is also incredibly valuable for staff/board training and information. We have used SOLS resources for all our policies, our strategic plan, and most of our training - plus it is a great help in keeping our staff up to date on what is happening in legislation and the profession. I cannot say enough about how valuable SOLS is to our libraries!!!
Merrickville Public Library*
- *SOLS provides Ontarians with a dynamic Interlibrary Loan Service. In particular, it allows small, rural libraries access to resources they couldn't possibly afford to stock in their own communities - both in terms of budget constraints as well as space limitations. Any reductions to the existing ILL service would immediately impact a board sector of library users across the province. Additionally, SOLS consultants provide invaluable support to public library service. They assist incoming trustees to understand their role in providing effective governance required to help CEOs develop programming and services to meet the individual community's needs. They are the guideposts for library staff who need to navigate ministerial requirements; help in the creation of policies; deliver training and provide an understanding shoulder when needed. Thank you!
Arnprior Public Library*
- *The SOLS staff are very supportive of First Nation Public Libraries which face additional challenges. The annual gatherings of First Nation librarians and the high quality of the presentations on current topics made at those gatherings have been very helpful to my First Nation. Joint meetings including both the north and south are beneficial, allowing opportunities for more networking and information-sharing. Each library seems to be doing well in some areas, and can therefore assist others by sharing. These meetings, whether it's the southern librarians meeting or a joint meeting with northern librarians, are a rare opportunity for First Nation librarians to take a break and acquire in-person professional development training and to acquire support/information from others who possess more knowledge and experience. I think all First Nation librarians want the library to play a vital role in community health, well-being, and development. SOLS is our strongest supporter; the staff helps us to move toward that goal. Chi Meegwech!
Chippewas of Kettle and Stony Point First Nation Public Library*

STRONGER LIBRARIES STRONGER COMMUNITIES

SOLS Client Satisfaction Survey

- *We are so fortunate (as a small library system) that SOLS enables us to offer services to our patrons such as OverDrive and E-Resources through Provincial Licensing. We feel that we are kept well informed about pertinent legislation affecting public libraries as well as grant opportunities and the application and reporting procedures for these grants. SOLS enables us to keep up to an ever changing world.
Havelock-Belmont-Methuen Public Library*

- *We get great support from our local consultant. She is extremely helpful and always gets back to me promptly. She understands our challenges and assists us trying to navigate the various online reporting now required by governments. The Interloan system is essential to provide our patrons with the wide variety of information they are seeking. The public is always amazed at how we can find them material that we simply cannot provide in our library with our budget.
North Grenville Public Library*

- *Working on the ARUPLO training committee, I am impressed with the amount of involvement the SOLS consultant is offering, and his willingness to shape the training to meet the reflect the needs of the group and support the development of Library Core Competencies. The collaboration has created good will and good impressions!
Essex County Library Board*

- *You do a really good job with resource sharing, pools and CPA's. Small libraries would be unable to provide the services that their patrons demand, without your help.
Simcoe County Library Cooperative*

STRONGER LIBRARIES STRONGER COMMUNITIES

Board Members

Kerry Badgley. North Grenville, Trustee Council 8. Kerry is a proud board member of the North Grenville Public Library, and has served as its president. At present, he is also President, Ontario Public Library Boards' Association. He received a BA in History/Political Studies from Trent University, and an MA and PhD from Carleton, both in Canadian History (with an emphasis on Ontario History). He served as English-Language Editor of the Journal of the Canadian Historical Association, and has published in the areas of social, political, rural and immigration history. He currently co-edits InsideOLBA. After serving as an archivist at Library and Archives Canada for several years, in 2005 he joined the Canadian Food Inspection Agency, where he is currently Manager, Information Holdings. Kerry and his wife Sue are proud parents of a son and a daughter, and they reside in Kemptville, Ontario.

Lorraine Bourdeau. Ministerial. Lorraine was a library board member from 2006-2010. She is a retired teacher with 28 years of experience at the secondary level in Stormont, Dundas & Glengarry. Her majors were geography and library science. After retirement she was Chair of the Friends of the Crysler library until January 2007. She has been serving on Crysler Citizen Committee since 2011 and is treasurer for l'Union culturelle des Franco-Ontariennes de Crysler. Lorraine enjoys reading, cooking with her grandchildren and travelling.

Marylaine Canavan. (SOLS Board Chair) New Tecumseth, Trustee Council 4. Marylaine is an experienced professional in Business Continuity, Disaster Recovery, and Emergency Response. As a management consultant for more than 20 years she has worked in many industry sectors including energy, financial, manufacturing, health, government and pharmaceutical. Her career has allowed her to work within large corporations including IBM, GE, and Sun Life Financial, and as an entrepreneur to lead a dynamic consulting firm. Several years ago, Marylaine was involved in developing a comprehensive Business Continuity Program for the Newmarket Public Library. This endeavour rekindled a relationship with public library functions. Marylaine joined the New Tecumseth Public Library Board at the next opportunity and joined SOLS Trustees Council the following spring. Marylaine is currently Chair of the New Tecumseth Library Board, Chair of the SOLS Trustees Council and responsible for the Business Continuity Program for the Independent Order of Foresters in Toronto, Ontario.

STRONGER LIBRARIES STRONGER COMMUNITIES

Board Members

Brenda Carrigan. Clarington, Trustee Council 5. Brenda is Chair of Trustee Council 5. A professional librarian, Brenda's career spanned several countries (including Australia, the United Kingdom and Canada) and culminated with 29 years at the Oshawa Public Library from which she is currently retired.

Nancy Church. Brantford, Trustee Council 1. Nancy earned Bachelor of Science (Chemistry) and Bachelor of Laws degrees from the University of Western Ontario (now Western University), and a Master of Laws degree in securities law from Osgoode Hall Law School of York University. She completed the Directors Education Program of the Institute of Corporate Directors and Rotman School of Management at the University of Toronto and attained the ICD.D designation. Her legal career included work in governance and risk management at a major Canadian financial institution. She served on the public policy committee of the Canadian Coalition for Good Governance. A recently-retired lawyer, Nancy is in her first term with the Brantford Public Library Board.

Karen Lewis. Ministerial. Karen is the retired librarian with Mohawks Bay of Quinte. She was responsible for developing and managing Kanhiote Tyendinaga Territory Public Library since the library began in 1990. Karen was the first Aboriginal graduate of EXCEL certificate program for managing a small public library. She is a member of the Tsi Tyonnheht Onkwawenna Language Circle, formed to revitalize Mohawk language at Tyendinaga and volunteers with their activities - Language Hero Dinner, Aboriginal Day, and Mohawk Landing. In addition, she holds membership with the Ontario Library Association.

Iwona Mooney. Madawaska Valley, Trustee Council 7. Iwona joined Madawaska Valley Public Library Board in 2009, and Chairman since 2012. Also Chairman of Trustee Council #7. Served as Chairman of the former Osgoode Township Public Library Board from 1995-1998. Retired in 2008 after a 32 year career in security intelligence (RCMP/Ministry of Public Safety). Experience in analysis, strategic/operational planning, audit/programme review, and managed a specialized library. Graduate of the University of Toronto (1974). A firm believer in libraries being an integral partner in community hubs.

STRONGER LIBRARIES STRONGER COMMUNITIES

Board Members

Gary Price. (SOLS Board Vice-Chair) Cambridge, Trustee Council 2. Gary served 20 years on Cambridge City Council and as council liaison with Idea Exchange. He now sits as citizen appointee there and is the chair. Gary retired from Bell Canada in 2009 after 34 years of service. He has served his community with Big Brothers, the Royal Canadian Legion and represented the city at the Federation of Canadian Municipalities for 12 years. In January, Gary was honoured to accept the James Bain Medallion from the OLBA recognizing his service.

Jean Rixen. Deseronto, Trustee Council 6. Jean has been on the Deseronto Library Board for 20 years. She has also been on the Board of Directors of Trenval-the local Community Futures Development Corporation in the Quinte area and belongs to the Quinte Quilters Guild. She is a retired urban & regional planner.

STRONGER LIBRARIES STRONGER COMMUNITIES

Southern Ontario Library Service

Statement of Financial Position

March 31, 2017

	Operating fund	Capital assets Fund	Restricted funds (Schedule 1)	March 31, 2017	March 31, 2016
ASSETS					
Current assets					
Cash and cash equivalents	\$ 636,815	\$ -	\$ 2,535,747	\$ 3,172,562	\$ 2,779,072
Investments	101,925	-	405,855	507,780	1,021,397
Grants receivable	-	-	45,000	45,000	200,000
Accounts receivable	80,280	-	74,976	155,256	110,650
Prepaid expenditures	101,615	-	631,855	733,470	908,341
	920,635	-	3,693,433	4,614,068	5,019,460
Capital assets	-	272,489	-	272,489	248,939
	\$ 920,635	\$ 272,489	\$ 3,693,433	\$ 4,886,557	\$ 5,268,399
LIABILITIES					
Current liabilities					
Accounts payable and accrued liabilities	\$ 473,078	\$ -	\$ 200,473	\$ 673,551	\$ 761,020
Current portion of deferred capital contributions	-	43,333	-	43,333	43,333
Current portion of deferred revenue	-	-	2,831,697	2,831,697	2,994,176
Current portion of deferred lease inducement	4,380	-	-	4,380	4,380
	477,458	43,333	3,032,170	3,552,961	3,802,909
Deferred capital contributions	-	34,667	-	34,667	34,667
Deferred revenue	-	-	633,473	633,473	732,333
Deferred lease inducement	29,200	-	-	29,200	33,580
	506,658	78,000	3,665,643	4,250,301	4,603,489
Fund balances					
Operating fund	413,977	-	-	413,977	444,995
Capital assets fund	-	194,489	-	194,489	170,939
Restricted funds	-	-	27,790	27,790	48,976
	413,977	194,489	27,790	636,256	664,910
	\$ 920,635	\$ 272,489	\$ 3,693,433	\$ 4,886,557	\$ 5,268,399

The Statement of Financial Position, Statement of Operations and Changes in Net Assets, Schedule of Financial Position by Restricted Funds and Schedule of Revenue and Expenditures by Restricted Funds are extracted from the complete audited financial statements of Southern Ontario Library Service for the year ended March 31, 2017. A complete set of financial statements is available on SOLS' website at www.sols.org under the heading "About".

STRONGER LIBRARIES STRONGER COMMUNITIES

Southern Ontario Library Service Statement of Operations and Changes in Net Assets Year ended March 31, 2017

	Operating fund	Capital assets Fund	Restricted funds (Schedule 2)	Total 2017	Total 2016
Revenue					
Province of Ontario operating grants	\$ 3,301,076	\$ -	\$ -	\$ 3,301,076	\$ 3,301,076
Province of Ontario capital grants	-	52,000	-	52,000	64,333
Special grants	2,016	-	633,673	635,689	2,324,795
Pooled resources from public libraries	-	-	3,753,327	3,753,327	3,040,085
Self-generated revenue	562,544	-	8,311	570,855	670,235
Donations	522	-	27,544	28,066	38,371
Total revenue	3,866,158	52,000	4,422,855	8,341,013	9,438,895
Expenditures					
<i>Equitable Access to Resources</i>					
Information services	604,740	-	-	604,740	612,732
Delivery	1,182,982	75,693	-	1,258,675	1,328,771
Technology	201,814	21,412	-	223,226	180,355
E-resources, connectivity and consortia	-	-	4,089,907	4,089,907	4,917,040
Pooled materials	-	-	9,841	9,841	26,795
	1,989,536	97,105	4,099,748	6,186,389	7,065,693
<i>Well Informed and Skilled Staff</i>					
Consulting and training	721,112	-	-	721,112	600,569
<i>Services to Minimum Standards</i>					
Consulting and training	430,952	-	-	430,952	539,520
First Nation Communities Read	-	-	44,971	44,971	16,085
	430,952	-	44,971	475,923	555,605
\$15 million investment in public libraries	-	-	106,495	106,495	301,695
Lieutenant Governor's Club Amick	-	-	192,827	192,827	189,913
Administration and governance	666,842	20,079	-	686,921	729,169
Total expenditures	3,808,442	117,184	4,444,041	8,369,667	9,442,644
Excess (deficiency) of revenue over expenditures					
for the year	57,716	(65,184)	(21,186)	(28,654)	(3,749)
Fund balances, beginning of year	444,995	170,939	48,976	664,910	668,659
Interfund transfer	(88,734)	88,734	-	-	-
Fund balances, end of year	\$ 413,977	\$ 194,489	\$ 27,790	\$ 636,256	\$ 664,910

STRONGER LIBRARIES STRONGER COMMUNITIES

Southern Ontario Library Service Schedule 1 – Schedule of Financial Position by Restricted Funds March 31, 2017

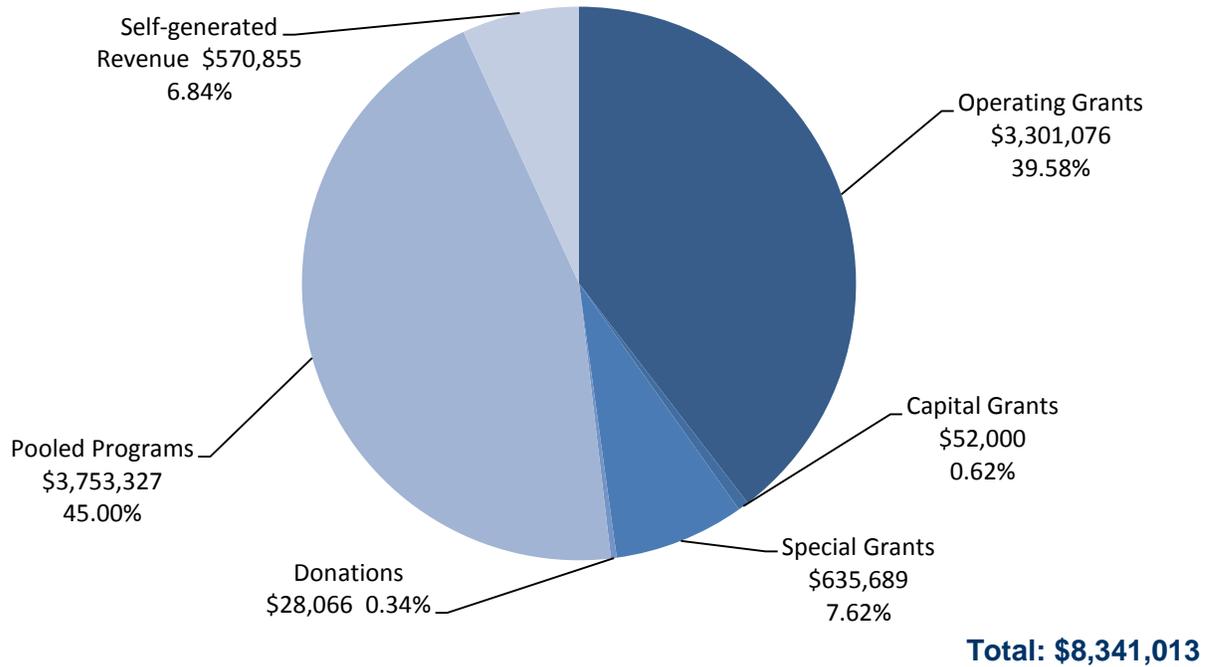
	\$15 Million Investment in public libraries	E-Resources (Tiers 1,2 & Provincial Licensed)	Connectivity	Lieutenant Governor's Club Amick	Other restricted Funds	March 31, 2017	March 31, 2016
Assets							
Current assets							
Cash and cash equivalents	\$ 528,550	\$ 1,484,182	\$ 273	\$ 10,343	\$ 512,399	\$ 2,535,747	\$ 2,171,442
Investments	84,595	237,549	44	1,655	82,012	405,855	798,075
Grants receivable	-	-	-	45,000	-	45,000	200,000
Accounts receivable	-	70,561	-	-	4,415	74,976	34,729
Prepaid expenditures	20,328	611,527	-	-	-	631,855	783,781
	\$ 633,473	\$ 2,403,819	\$ 317	\$ 56,998	\$ 598,826	\$ 3,693,433	\$ 3,988,027
Liabilities							
Current liabilities							
Accounts payable and accrued liabilities	\$ -	\$ 152,528	\$ -	\$ 3,762	\$ 44,183	\$ 200,473	\$ 212,542
Current portion of deferred revenue	-	2,223,501	317	53,236	554,643	2,831,697	2,994,176
Deferred revenue	633,473	-	-	-	-	633,473	732,333
	633,473	2,376,029	317	56,998	598,826	3,665,643	3,939,051
Fund balances							
Restricted Funds	-	27,790	-	-	-	27,790	48,976
	\$ 633,473	\$ 2,403,819	\$ 317	\$ 56,998	\$ 598,826	\$ 3,693,433	\$ 3,988,027

Southern Ontario Library Service Schedule 2 – Schedule of Revenue and Expenditures by Restricted Funds Year ended March 31, 2017

	\$15 Million Investment in public libraries	E-Resources (Tiers 1,2 & Provincial Licensed)	Connectivity	Lieutenant Governor's Club Amick	Other restricted Funds	Total 2017	Total 2016
Revenue							
Special grants	\$ 98,860	\$ -	\$ 324,842	\$ 165,000	\$ 44,971	\$ 633,673	\$ 2,319,045
Pooled resources from public libraries	-	3,021,151	-	-	732,176	3,753,327	3,040,085
Self-generated revenue	7,635	-	393	283	-	8,311	18,722
Donations	-	-	-	27,544	-	27,544	36,462
Total revenue	106,495	3,021,151	325,235	192,827	777,147	4,422,855	5,414,314
Expenditures							
Fund expenditures	106,495	3,042,337	325,235	192,872	777,147	4,444,041	5,451,528
Excess (deficiency) of revenue over expenditures for the year	-	(21,186)	-	-	-	(21,186)	(37,214)
Fund balances, beginning of year	-	48,976	-	-	-	48,976	86,190
Fund balances, end of year	\$ -	\$ 27,790	\$ -	\$ -	\$ -	\$ 27,790	\$ 48,976

STRONGER LIBRARIES STRONGER COMMUNITIES

Source of Funds



Expenditures by Board Ends

